



# HUMBOLDT STATE UNIVERSITY



## College of Arts, Humanities and Social Sciences Administrative Support Assistant

Closes: Monday, August 20, 2018

**(Job #18-43) College of Arts, Humanities and Social Sciences Administrative Support Assistant II (12 month), \$2,600-\$4,458 per month**, depending on education and experience; appointments are generally made at the beginning of the salary range. This is a temporary, full-time, 12-month, benefitted position in the College of Arts, Humanities and Social Sciences Dean's Office.

**Position Summary:** Under the lead direction of the Academic Support Coordinator II (ASC II), and under the general supervision of the Dean of the College of Arts, Humanities and Social Sciences, the Administrative Support Assistant II (ASA II) is responsible for administrative and clerical support to the College of Arts, Humanities and Social Sciences, with particular emphasis in the areas of office and budget oversight, personnel administration, and department and program support.

**Duties:** Routine duties include assisting faculty, staff, students, and visitors on myriad tasks characterized by professional interaction, patience, and the use of problem-solving skills. The most essential job functions for this position require the independent interpretation of policies and procedures and involve the use of critical thinking, judgment, and discretion to complete assigned tasks. The ASA II:

- Performs reception duties, interacting directly with students, faculty, staff, and visitors
- Answers phones, directs calls, and routes voice, electronic, and hard-copy messages
- Conducts routine office tasks, including filing, photocopying, scanning, shredding documents, and maintaining bulletin boards and information displays
- Processes mail and routes forms to appropriate offices
- Maintains cordial and effective working relationships with ASCs across the college to build cohesion and facilitate coordination
- Coordinates and publicizes College and University events and information of interest via bulk email and mail notification to faculty and staff working with the various departments across campus
- Processes room reservations and maintains scheduling calendars for the BSS lobby, BSS 508, the Art Quad, and Founders Hall Courtyard
- Assists in coordination of monthly college staff meetings
- Assists in planning and coordination for Council of Chairs, retreats, semester opening meetings, and all special events
- Purchases, stocks, and distributes office supplies and equipment and submits monthly reconciliation reports
- Ensures that necessary office equipment is maintained and operational
- Maintains college office files to meet all reporting requirements in accordance with university file maintenance and disposal policies
- Coordinates the delivery and removal of shred bins at various locations throughout the college to facilitate the purging of academic and curriculum files
- Processes gift reports
- Assists in processing student documents (petitions, grade change requests, etc.)
- Assists with college funded travel process including creating travel paperwork, tracking workflow and budget reconciliation
- Assists with faculty evaluation process, including Class Climate
- Assists with various budget projects as needed
- Performs other duties as needed and assigned to facilitate a supportive and effective administrative office

**Minimum Qualifications: Education & Experience:** Completion of a high school program or its equivalent and some experience in an office environment that has provided the applicant with the knowledge, skills, and abilities listed below.

**Required Knowledge, Skills, and Abilities Knowledge:**

- General working knowledge of applicable university infrastructure, policies, and procedures
- Thorough knowledge of office methods, procedures, and practices

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- Thorough knowledge of English grammar, punctuation, and spelling
- Fluency in using standard office software packages and willingness and ability to learn new software and related skills required to perform job duties effectively
- Fundamentals of budget analysis
- General working knowledge of basic business mathematics

**Skills:**

- Active problem solving and effective interpersonal and communication skills
- Demonstrated competence in effectively presenting standard information in writing
- Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions
- Strong orientation to serve students and faculty

**Ability to:**

- Interpret and apply policies and procedures, and use judgment and discretion to act when precedents do not exist
- Apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions
- Perform standard arithmetic functions of a transactional nature, including tracking and comparing data
- Troubleshoot most office administration problems and respond to inquiries and requests related to work area
- Understand problems from a broad perspective and anticipate the impact of office administration problems and solutions on other areas
- Analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions
- Clearly and effectively communicate orally and in writing.
- Effectively handle interpersonal interactions at all levels and handle highly sensitive interpersonal situations
- Research, analyze, and evaluate information pertaining to a broad range of operational and procedural office and administrative problems
- Use negotiation and interpersonal skills to achieve results and expedite projects
- Process sensitive and confidential information in a responsible manner
- Establish and maintain working relationships and communicate effectively with students, faculty, and staff from diverse backgrounds
- Be patient and considerate, but firm and consistent with a wide variety of faculty, staff, and student personalities in potentially contentious situations
- Multi-task, prioritize work, and tolerate frequent interruptions and accept change
- Assimilate into and operate in a university academic department

**Preferred Qualifications:**

- Two years of progressively responsible clerical experience
- Experience in an academic office and educational setting with a diverse student population
- Working knowledge of PeopleSoft Campus Solutions, OBI, Drupal and social media platforms
- Recent demonstrated experience within the university system
- Demonstrated customer service

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**Humboldt State University** is part of the 23-campus California State University system. The University has a comprehensive arts and sciences curriculum, which is recognized nationally for its high academic quality. Founded in 1913, HSU is one of the premier, public institutions in the western United States; it is a rural and residential campus with an enrollment of approximately 8,000 students. The main campus is located in Arcata, California, in the northwestern part of the state along the coast, and situated among redwood trees in an area that offers unmatched scenic beauty, moderate climate and opportunities for outdoor activities. The surrounding Humboldt County locale has a population of 130,000. The community offers an excellent range of businesses, services and cultural activities/performances. The local schools are ranked in the top performance percentiles, both nationally and in the state.

**Application Procedure:** To apply, qualified candidates must electronically submit the following materials through Interfolio:

<http://apply.interfolio.com/53104>

- Letter of Interest
- Resume or Curriculum Vitae
- Contact information for at least three professional references
- [HSU Employment History Form](https://forms.humboldt.edu/employment-history-form) (<https://forms.humboldt.edu/employment-history-form>) (NOTE: This form replaces the [HSU Employment Application](#) form, which should no longer be used. Download the HSU Employment History Form and save it as a PDF file prior to filling it out. If the form is filled out on line (accessed via a web browser), content WILL NOT be saved.

The Human Resources & Academic Personnel Services office (located in Siemens Hall room 212) has a computer station and front office staff available for applicants requiring assistance.

**Application Deadline:** The deadline to submit application materials is 11:59 p.m. on Monday, August 20th, 2018. To be notified in the event this recruitment re-opens for a subsequent review of applications, send an email to [careers@humboldt.edu](mailto:careers@humboldt.edu) that includes the job number (18-43) and applicant's last name in the subject line of the message.

*HSU is committed to enriching its educational environment and its culture through the diversity of its staff, faculty, and administration. Persons with interest and experience in helping organizations set and achieve goals relative to diversity and inclusion are especially encouraged to apply.*

*It is the responsibility of the applicant to provide complete and accurate employment information. Incorrect or improperly completed applications will not be considered for vacancies. Any reference in this announcement to required periods of experience or education is full-time activity. Part-time experience or education--or activities only part of which are qualifying--will receive proportionate credit. In accordance with applicable Collective Bargaining Agreements, preference may be given to the campus applicants covered by these agreements. However, positions are open to all interested applicants, both on and off campus.*

Class Code: 1032

*Evidence of required degree(s), certification(s), or license(s) is required prior to the appointment date. A background check (including a criminal records check, employment verification, and education verification) must be completed satisfactorily before any candidate can be offered a position with the CSU. Certain positions may also require a credit check, motor vehicle report, and/or fingerprinting through Live Scan service. Adverse findings from a background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.*

Publication Date: Monday, August 6, 2018

*Humboldt State University is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality reflecting the ethnic and cultural diversity of the state. Additional information about Humboldt State University can be found at [www.humboldt.edu](http://www.humboldt.edu).*

*Humboldt State University is a Title IX/Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, protected veteran status, or any other legally protected status.*

*Compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and CSU Executive Order 1083 Revised July 21, 2017 (EO 1083) is a condition of employment. CSU employees in positions with duties that involve regular contact with children or positions which supervise such employees are designated as Mandated Reporters under CANRA and are required to comply with the requirements set forth in EO 1083. Upon appointment to this position, the successful candidate(s) will be notified of and required to acknowledge their CANRA reporting status.*

*Additionally, all CSU staff and faculty receive training annually on their obligations in responding to and reporting incidents of sexual harassment and sexual violence. You will be notified by email when you are required to take this mandated training.*



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